

From: Grahovec, Ron
To: Mastracchio, JoeAnna; Denmon, Larry; Biggs, Colin
Sent: 7/24/2013 10:05:18 AM
Subject: RE: Weekly EIC Report

Job	ID #	Name	Office
Job 0706	37421940	Preston Luthy	Dallas East
Job 0711	37436619	Nolan Machen	Lampassas
Job 0717	37463029	Lottie Horn	Jacksonville
Job 0719	37478594	Michael Stubenthal	Beeville

Ron Grahovec

South West Region Customer Service Manager
 5805 N Lamar Austin, TX, 78752

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From: Mastracchio, JoeAnna [mailto:JoeAnna.Mastracchio@dps.texas.gov]
Sent: Tuesday, July 23, 2013 1:56 PM
To: Denmon, Larry; Grahovec, Ron
Subject: RE: Weekly EIC Report

Uh...the 8 digit DL? You mean the 8 digit EIC right? I'll take that if you have it.

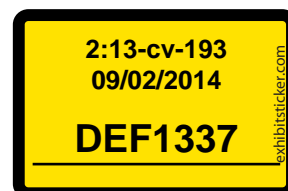
V/R Joe

JoeAnna F. Mastracchio
 Dep. Asst. Director
 Driver License Division
 Texas Department of Public Safety

joeanna.mastracchio@dps.texas.gov
 o: 512-424-5415
 c: 512-550-4784

From: Denmon, Larry [mailto:ldenmon@morphotrust.com]
Sent: Tuesday, July 23, 2013 1:55 PM
To: Ron Grahovec
Cc: Mastracchio, JoeAnna
Subject: Re: Weekly EIC Report

No only the 8 digit DL number was recorded.



Sent from my iPhone

On Jul 23, 2013, at 1:52 PM, "Grahovec, Ron" <rgrahovec@morphotrust.com> wrote:

Larry did Neal write the names on the sign off sheet before giving to Margaret

Sent from my iPhone

On Jul 23, 2013, at 1:38 PM, "Mastracchio, JoeAnna" <JoeAnna.Mastracchio@dps.texas.gov> wrote:

Would you guys have written down the names of those that requested Election Certificates?

V/R Joe

JoeAnna F. Mastracchio
Dep. Asst. Director
Driver License Division
Texas Department of Public Safety

joeanna.mastracchio@dps.texas.gov
o: 512-424-5415
c: 512-550-4784

From: Bell, Stephen
Sent: Tuesday, July 23, 2013 11:57 AM
To: Mastracchio, JoeAnna; Gipson, Sheri
Cc: Rodriguez, Tony
Subject: RE: Weekly EIC Report

I do not. I did not even know these two were issued. I am trying to track down who failed to report.

v/r

Stephen W. Bell
Customer Operations Senior Manager– North and East
Driver License Division
Texas Department of Public Safety
stephen.bell@dps.texas.gov
512-550-7064 (C)
512-424-2768 (O)
<image004.jpg>

The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: <http://www.survey.utexas.edu/txdps/>

From: Mastracchio, JoeAnna
Sent: Tuesday, July 23, 2013 11:09 AM
To: Bell, Stephen; Gipson, Sheri
Cc: Rodriguez, Tony; Crawford, John
Subject: RE: Weekly EIC Report

You have the names?

V/R Joe

JoeAnna F. Mastracchio
Dep. Asst. Director
Driver License Division

Texas Department of Public Safety

joeanna.mastracchio@dps.texas.gov

o: 512-424-5415

c: 512-550-4784

From: Bell, Stephen**Sent:** Tuesday, July 23, 2013 11:00 AM**To:** Gipson, Sheri**Cc:** Rodriguez, Tony; Crawford, John; Mastracchio, JoeAnna**Subject:** RE: Weekly EIC Report

Sheri,

Is there any way to look at DLS and figure out where these four ECs came from?

v/r

Stephen W. Bell

Customer Operations Senior Manager— North and East

Driver License Division

Texas Department of Public Safety

stephen.bell@dps.texas.gov

512-550-7064 (C)

512-424-2768 (O)

<image004.jpg>

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From: Rodriguez, Tony**Sent:** Tuesday, July 23, 2013 10:36 AM**To:** Crawford, John**Cc:** Bell, Stephen**Subject:** Re: Weekly EIC Report

Can you tell me what office?

Tony Rodriguez

Senior Manager

Office: 512.424.5657

Cell: 512.739.9709

On Jul 23, 2013, at 7:54, "Crawford, John" <John.Crawford@dps.texas.gov> wrote:

Nope—here's the tally so far:

ISSUE_DATE	COUNT
07/18/2013	1
07/16/2013	1
07/10/2013	1
07/05/2013	1

Those two were entered last week.

JC

From: Rodriguez, Tony
Sent: Tuesday, July 23, 2013 7:36 AM
To: Crawford, John
Subject: Re: Weekly EIC Report

I saw that but thought these were the first two we dealt with.

Tony Rodriguez
 Senior Manager
 Office: 512.424.5657
 Cell: 512.739.9709

On Jul 22, 2013, at 17:49, "Crawford, John" <John.Crawford@dps.texas.gov> wrote:

Tony,
 Did you notice that I reported on Friday that we had two EICs issued last week, one on the 16th and one on the 18th? That doesn't match your zero numbers below. I meant to ask you about it after this morning's meeting & forgot to do so.

John C.

From: Rodriguez, Tony
Sent: Monday, July 22, 2013 8:49 AM
To: Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina
Subject: RE: Weekly EIC Report

I will be out of the office this Friday. Please send your EIC reports to Steve Bell who will compile them. Also, **please have the word "EIC" in your subject line t-so that the message goes to the correct folder on my computer.**

v/r

Tony Rodriguez

Customer Operations Senior Manager – South and West
 Driver License Division
 Texas Department of Public Safety
tony.rodriguez@dps.texas.gov
 512.424.5657 (O)
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 512.424.5233 (F)

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From: Rodriguez, Tony
Sent: Friday, July 19, 2013 4:10 PM
To: Rodriguez, Tony; Peters, Joe; Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina
Subject: Weekly EIC Report
Importance: High

For this week we have had inquiries but no additional issuances.

TEX0497807

19 July Weekly EIC Report			
1A	Issuance	0	
	Inquiry	1	Wednesday, July 17, 2013, a customer inquired about an EC at our DL office in Quitman. He had a valid DL
1B	Issuance	0	
	Inquiry	1	One inquiry at the Arlington DLO on Tuesday, 16 July (Reason for inquiry is not known).
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	0	
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	0	
6A	Issuance	0	
	Inquiry	1	
6B	Issuance	0	
	Inquiry	2	2 Inquiries at Austin-South but both had valid Texas DL
Total EICs Issued Today		0	
Total EIC Inquiries Today		5	
Total EICs Issued to Date		2	
Total EIC Inquiries to Date		36	

v/r

Tony Rodriguez

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

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From: Rodriguez, Tony**Sent:** Monday, July 15, 2013 5:37 PM

To: Rodriguez, Tony; Peters, Joe; Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina

Subject: EIC Report CHANGE

Ladies and gentlemen,

TEX0497808

We are changing the reporting cycle for EIC reports from daily to a weekly report. The next EIC report you will receive will be on Friday. Regions will provide me a roll-up of issuances and inquiries by 4:00 and I will turn the report around by 5:00.

** I already have your information for today, please do not duplicate this information in your report(s) on Friday.

v/r

Tony Rodriguez

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

tony.rodriguez@dps.texas.gov

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